

Hearing Aid Dispensers Advisory Committee Meeting

Department of Consumer Affairs
1625 North Market Blvd, 2nd Floor, Suite N-220
El Dorado Conference Room
Sacramento, CA 95834

Friday April 13, 2007 @ 10:00 a.m.

Agenda Item I-Call to Order and Roll Call

(New Committee members were sworn into office, prior to the roll call)

Ms. Blood called the meeting to order at 10:16a.m. Roll call was taken and a quorum was present.

Members Present:

Ms. Judith Horning
Ms. Juanita Sendejas-Lopez
Mr. Randall Sager
Mr. Deane Manning
Ms. Marta Carrera

Staff Present:

Ms. Tonya Blood, Bureau Chief
Mr. Robert Puleo, Acting Bureau Chief
Ms. Norine Marks, Bureau Legal Counsel
Ms. Yvonne Crawford, Hearing Aid Dispensers Bureau
Ms. Debbie Newcomer, Hearing Aid Dispensers Bureau

Realtime (video) captioning, was provided to help one member of the public in attendance.

Tonya Blood introduced three new committee members recently appointed.

1. Randall Sager
2. Deane Manning
3. Marta Carrera

A brief personal and work history of each new committee member was given.

Agenda Item II-Approval of October 20, 2006 Meeting Minutes

A motion to approve the minutes from the October 20, 2006 Advisory Committee Meeting was made by Deane Manning, and Juanita Sendejas-Lopez seconded the motion. Motion passed.

Agenda Item III-Bureau Update

Ms. Blood announced that Marva Johnson-Wright, former Chairperson for the Advisory Committee, recently passed away.

Ms. Blood introduced Mr. Puleo and announced she has taken a position with another Bureau within the Department, and Mr. Puleo would be the Interim Bureau Chief.

The Budget Update was reviewed, and an explanation of where and how money is being spent was discussed.

The Strategic Plan and vision for the bureau was explained to the new committee members. Changes that had been mentioned by Ms. Sendejas-Lopez at the October 20, 2006 meeting has been added to the plan.

Ms. Blood also mentioned that the Sunset Review was not held in January, as originally scheduled. The Bureau's Sunset Review report was submitted to the Legislative Committee in October, 2006. We are awaiting a new date. Some of the new committee members, and public members, were not familiar with Sunset Review, so Mr. Puleo explained the process.

Agenda Item IV-Advisory Committee & Bureau Roles

Advisory Committee Roles & Responsibilities were provided, as well as the Top 10 Roles of the Bureau Chief which were explained and reviewed.

Agenda Item V-Nomination and Elections of a Chair & Vice-Chair

Ms. Marks explained what the Chair/Vice Chair's responsibilities would be for the Advisory Committee. Being that most of the members are new, the nomination and election of Chair/Vice Chair was postponed until a later date.

Agenda Item VI-Consumer Outreach

The final consumer brochure & bookmark were reviewed. It was mentioned that there was no email address for the Bureau on the brochure, so future printing might include it. Robert Puleo stated that we could add a label to the brochure with the website listed.

Several Bureau Outreach programs/meetings were mentioned. The Bureau will attend as many as possible. Ms. Crawford and Ms.

Newcomer recently attended one in San Diego- a Consumer Protection Day, and distributed the newly printed brochures and bookmarks.

Marilyn Finn, President of the Hearing Loss Association of America was present and passed out brochures to the Advisory Committee. We will have their brochure in our lobby as well, to help with outreach.

The Bureau's website was discussed & new changes will take place by June 30, 2007. Changes have already been made to the website to make it more user friendly, and the FAQ (Frequently Asked Questions) have been posted to help consumers.

Agenda Item VII- Advertising Guidelines

The Advertising Guidelines were given to the Committee members, to review before the next meeting. There are a lot of questions that come into the Bureau regarding advertising. It was recommended that a subcommittee be formed to look into the guidelines to discuss concerns & issues. All members of the Advisory Committee expressed interest in being on the subcommittee. The Bureau would like to have two members appointed to the subcommittee; one to provide consumer point of view & one to provide practice point of view. Also, would like the associations to be involved.

Agenda Item VIII- Occupational Analysis & Examinations

The written exam as of June 1, 2007, will be given by PSI (Psychological Services LLC). They will have more locations, and extended hours. There are several advantages to the candidates with this new test facility.

Exam Development Workshops are held approximately 9 times a year. Hearing Aid Dispensers and Audiologists that attend, review the current exams, in order to insure testing procedures are current.

Mr. Sager explained the Occupational Analysis and how it related to the workshops & exam process. Several workshops related to the Occupational Analysis were conducted, which included preparation of a questionnaire, report, & updating of the written & practical examinations from the results of the Occupational Analysis.

The June practical exam already has 52 applicants. The exam will change with this exam, to three stations instead of four. Several items were moved to the written exam, which allowed the exam to be shortened. This hopefully will make the time involved with giving the exam a more reasonable day, rather than a 12-15 hour day. In addition, it is thought that the candidates will move through the process quicker as well.

It was mentioned that a lot of wasted time is spent while the candidates are sharing subjects and equipment, which delays other candidates taking the practical. Ms. Crawford will check with other boards/bureaus about their procedures and rules regarding “requiring” the candidate to not share equipment or subjects. Ms. Horning & Mr. Sager stated that there was a significant delay with the sharing, and requires the Bureau’s staff to spend extra time accommodating certain candidates. The staff will come back with recommendations on changing the regulations regarding sharing equipment/subject.

Ms. Blood explained the benefits of the Applicant Tracking System. Cashiering received and processed within the Bureau would expedite the mail & cashiering procedure.

Agenda Item IX- Continuing Education Course Reviews

Course reviews were discussed. It was mentioned and questioned that perhaps an expert in Hearing Aid Dispensing be contacted if the Bureau feels they need further clarification of a class that is being offered before approval is given. Ms. Horning, Mr. Sager, and Mr. Manning offered their assistance to the Bureau if needed. Questions regarding approval and denial of courses were discussed.

Agenda Item X- Future Advisory Committee Meetings

Future Advisory Committee meeting dates are July 20, 2007 & November 2, 2007.

Agenda Item XI- Public Comment

** Note that the captioned part of the meeting did not display proper terminology on the screen. It was mentioned during the meeting that “looping” was in place in the big conference room for further use if needed.

Agenda Item XII- Adjournment

The meeting adjourned at 11:40am.